

Department of Accounts



2007 Travel Program Administrator
Training



Welcome to the new Program Administrator Training for the Travel Card Program. This training is required to be taken by all new Program Administrators. You will be provided with two codes during the presentation which you must email to the Department of Accounts in order to receive credit for taking the training. You will also receive a confirmation email to keep on file to show proof of your training.

AGENDA

- Travel Program
- Roles and Responsibilities
- Program Administrator Form
- Customer Support – DOA and GE
- SAM and NetService
- Management Reports
- Cardholder Resources and Benefits
- Frequently Asked Questions
- Resources



Today we are going to cover Program Administration and important tools available to manage a successful program at your agency; GE MasterCard Customer Service for the Commonwealth and how they can provide support to you; and SAM and New Service which is an online tool with various management reports available to you. We will also discuss tools available to your cardholders through GE NetService for cardholders which will assist them in a variety of ways. We have included several slides on frequently asked questions which you may encounter during the course of administering the program. Finally, we will close with resources available to you as the Agency Travel Program Administrator. Now lets get started.

Travel Program

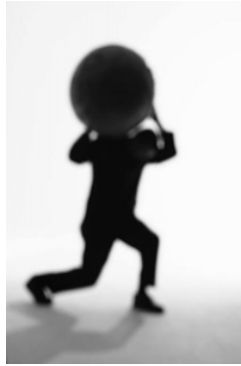
- Two Types of Travel Cards
 - Agency Travel Card
 - Paid by agency each month
 - Used only for Airline Purchases
 - Log required
 - Individual Liability Travel Card
 - Paid by cardholder each month
 - Must pay regardless if they have been reimbursed
 - Can affect their credit after 90 days delinquent



There are two types of Travel cards with the GE MasterCard contract. First is the one that is paid by the agency each month which can only be used for Airline purchases only. This cardholder has to maintain a log every month for all purchases made on this card. The log must be signed off on every month by their supervisor.

Individual liability cards are the responsibility of the cardholder to pay each month regardless if they have been reimbursed. If their card goes 60 days delinquent, the card is suspended until the card is paid in full. If a card goes 90 days delinquent it is cancelled and cannot be re-activated unless DOA approves.

Roles and Responsibilities



Roles and Responsibilities

- Designated by the Agency Head or designee
- Must use the Program Administrator form
- Each Agency should designate a Backup PA
- Program Administrator is the only person authorized to make changes for the Agency



THE AGENCY PROGRAM ADMINISTRATOR IS DESIGNATED BY THE AGENCY HEAD OR SIMILAR AUTHORIZING OFFICER USING A *PROGRAM ADMINISTRATION FORM* OBTAINED FROM THE DEPARTMENT OF ACCOUNTS.

THE AGENCY PROGRAM ADMINISTRATOR IS REGISTERED WITH THE CHARGE CARD COMPANY (CURRENTLY GE MASTERCARD) AND THE DEPARTMENT OF ACCOUNTS AS THE ONLY PERSON AUTHORIZED TO MAKE CHANGES (ADD, CANCEL, CHANGE LIMITS, ETC.) FOR THE AGENCY TRAVEL PROGRAM. IT IS STRONGLY ENCOURAGED FOR EACH AGENCY TO DESIGNATE A BACK-UP PROGRAM ADMINISTRATOR BY USING THE PROGRAM ADMINISTRATOR FORM. THIS WILL LET DOA AND GE MASTERCARD KNOW WHO THEY CAN CONTACT OR SPEAK TO IN CASE YOU ARE NOT AVAILABLE, AS WELL AS ALLOW YOU TO TAKE SOME VACATION!

Roles and Responsibilities

- Review card applications for validity
- Apply for cards using NetApps or Turbo File
- Acquire a completed Employee Agreement form signed by the cardholder and supervisor
- Train the cardholder on Rules and Regulations
- Distribute to the employee the link for the Cardholder training on the Travel Charge Card web page and a copy of CAPP Topic 20336, *Agency Travel Processing* as well as the upcoming CAPP Topic 20360



Let's begin by reviewing your administrative duties as a Travel Program Administrator.

We will touch on these items briefly but you should review the CAPP Topic 20336 in depth for more detailed information on your duties and responsibilities.

The first responsibility is to verify the validity of a new card request. For individual travel cardholders, cards should be issued for employees who travel at least twice a year. For Airline Travel Cards, you need to make sure the individual is in a position where they will process multiple airline transactions for the agency or department. This card is to facilitate air travel so that individual travel cardholders do not have to use their individual travel card for the airline purchase and not be reimbursed until they have completed their travel, which can be months later.

AGENCIES HAVE TWO OPTIONS FOR APPLYING FOR CARDS. AGENCIES CAN SET UP FOR NETAPPS, GE'S ONLINE APPLICATION TOOL, OR AN AGENCY CAN APPLY FOR CARDS USING YOUR AGENCY TURBO FILE. NORMALLY, FOR CARDS APPLIED FOR USING NETAPPS, CARDS ARE RECEIVED IN 3-5 DAYS AND USING A TURBO FILE, CARDS ARE RECEIVED IN 5-7 DAYS. IF AN AGENCY HAS ELECTED TO HAVE CARDS SENT DIRECTLY TO A CARDHOLDER, THIS DELIVERY METHOD TAKES UP TO 3 ADDITIONAL DAYS.

It is also your responsibility to ensure that every cardholder has signed an Employee Agreement along with their supervisor. There is an employee agreement for individual cardholders and a separate one for the Airline Travel cardholders. It is suggested a new Agreement is completed annually to enforce employee recognition of the rules regarding Travel card usage.

Also, provide each cardholder with a copy of CAPP Topic 20336, which Travel Cards will be addressed in a new CAPP Topic 20360 in 2007. Ensure all Travel cardholders take the online training available on the Travel web page. This training reviews the Travel Card rules for both the Individual Liability and Agency Travel Cards. Each cardholder will be prompted to email you with a password provided in that training. You should print a copy of the email and file along with the Employee Agreement.

Roles and Responsibilities

- **Monitoring**
 - **Delinquent Payments**
 - Accounts that are more than 30 days past due
 - **Inactive Cards**
 - Accounts that have not had any activity in 12 months
 - **Inappropriate purchases**
 - Using the card for personal expenses



As Program Administrator, one of your prime responsibilities is to monitor travel card usage for compliance with established policies and procedures.

For both individual travel cards and Airline Travel cards, the balance due on each card is required to be paid in full each month. There should not be any past due accounts. If an individual travel cardholder account is past due, contact that cardholder and remind them payment in full is required. If any account is 60 days or more past due, cancel the account. If you continually monitor your accounts, stay on top of any past due balances and cancel cards at 60 days past due, you will avoid being reported in the Quarterly Report for delinquent Travel Cards.

Cards with no activity over the prior year (12 months) is an indicator that the individual may no longer need their card. Therefore, it should be cancelled. Remember, the travel card is for anyone traveling overnight two or more times a year.

Inappropriate uses can easily be monitored by scanning your cardholders transactions. You will be amazed at how simple it is to pick out transactions that may be questionable. Questionable transactions should be discussed with the cardholder. If they are found to be inappropriate, the cardholder should be warned and their supervisor notified. Remember, it is your responsibility to cancel a card when you feel a cardholder is abusing the card privileges. The cardholder is not allowed to use it for personal purchases, even if they pay the full amount due each month.

GE MasterCard offers a variety of reports which will assist you in monitoring your accounts. We will discuss them later in this training.

Roles and Responsibilities

- Training
 - **Program Administrators**
 - All Program Administrators are required to take the training annually, email DOA and file the confirmation email from DOA.
 - **Supervisors**
 - All Supervisors/Reviewers of Airline Travel Cards are required to take the training annually.
 - **Cardholders**
 - You are required to ensure that all your cardholders have been adequately trained on the Program using the Cardholder training on the web page.



TRAINING IS A CRUCIAL PART OF YOUR RESPONSIBILITIES AND WE ARE COMMITTED TO GIVING YOU AMPLE TRAINING AS THE PROGRAM ADMINISTRATOR. YOU ARE REQUIRED TO TAKE THIS TRAINING ANNUALLY AND TO FOLLOW THE PROCEDURES IN THE PRESENTATION TO RECEIVE CREDIT FOR TAKING THE TRAINING. A CONFIRMATION WILL BE SENT BACK TO YOU FOR YOUR FILES AS PROOF YOU TOOK THE REQUIRED TRAINING.

TRAINING FOR THE SUPERVISORS/REVIEWERS OF CARDHOLDERS IS NOW REQUIRED ANNUALLY AND IS AVAILABLE ONLINE FOR ALL WHO SIGN OFF ON A AGENCY TRAVEL CARD LOG. THIS TRAINING IS REQUIRED AND YOU HAVE TO ENSURE THAT ALL STAFF HAVE TAKEN THE TRAINING. YOU WILL BE REQUIRED TO SEND A CERTIFICATION IN ANNUALLY CERTIFYING COMPLETION OF THIS TRAINING FOR ALL OF THESE STAFF.

CARDHOLDER TRAINING IS ALSO A PART OF YOUR RESPONSIBILITY AS THE PROGRAM ADMINISTRATOR. YOU MUST TRAIN EACH CARDHOLDER IN THE RULES AND REGULATIONS OF THE PROGRAM PRIOR TO THEM USING THEIR CARD. YOU MUST ALSO ENSURE THAT THEY HAVE SIGNED AN EMPLOYEE AGREEMENT FOR YOUR FILES AND IT IS RECOMMENDED THAT EACH CARDHOLDER SIGN A NEW EMPLOYEE AGREEMENT ANNUALLY.

Roles and Responsibilities

- Name changes
 - If any existing Travel cardholder needs to change their name due to marriage, divorce, etc
 - Legal proof must be presented to the PA BEFORE the name on the card can be changed
 - Or, an alert from Human Resources who has proof of the legalized name change can be used

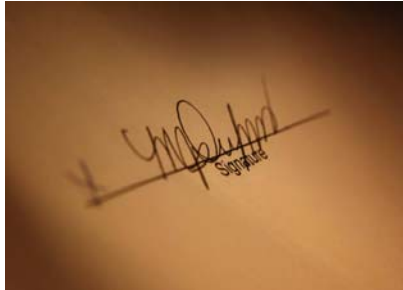


If an existing Travel cardholder needs to change their name on their card, other than a miss spelling, you must view Legal documentation of the name change **PRIOR** to you as a PA changing the name on the card.

Legal documentation must be present for the cardholder to change their Payroll information; therefore, if Human Resources has made the change in their systems after viewing the legal forms, you as a PA can then change the name.

We need to ensure that any name changes are verified to legal documents and people are not changing names without making it legal.

Program Administrator Form



Now we will discuss the Program Administrator Form



Program Administrator Form

- This is the form used to designate your Agency Travel Program Administrator (TPA) & Backup Program Administrator
- Each agency is required to complete a form whenever there is a change in Program Administrator's or their contact information (i.e. name change, email, phone, etc.)
- This form is located on the Charge Card Administration web page under Forms
- Ability to apply for new cards will be suspended until new PA form is received



COMPLETING A PROGRAM ADMINISTRATOR FORM, ENSURES YOU WILL RECEIVE ANY NEW UPDATES AND INFORMATION REGARDING THE TRAVEL CARD PROGRAM. IT IS IMPERATIVE THAT A NEW FORM IS COMPLETED ANYTIME THERE IS A CHANGE IN PROGRAM ADMINISTRATION. THIS FORM CAN BE FOUND ON THE CHARGE CARD ADMINISTRATION WEB PAGE UNDER FORMS. IF YOUR AGENCY'S PROGRAM ADMINISTRATOR INFORMATION IS NOT CURRENT WITH DOA AND GE MASTERCARD, YOUR AGENCY'S ABILITY TO APPLY FOR CARDS, ACCESS REPORTS, ETC WILL BE SUSPENDED.

EVERY PA AND BACKUP AUTOMATICALLY RECEIVES ACCESS TO SAM, GE'S ONLINE PROGRAM MANAGEMENT TOOL. AN EMAIL WILL BE SENT TO THE PA OR BACKUP WITH THEIR LOGIN INFORMATION.

DOA and GE MasterCard Team



Let's discuss the DOA and GE MasterCard Teams which are resources to you.

DOA and You

- **Contacts:**
 - cca@doa.virginia.gov
 - 804-371-4350
 - http://www.doa.virginia.gov/Payroll/Charge_Card/Charge_Card_Main.cfm
 - Charge Card Bulletins
 - Training
 - Monthly PA Calls



DOA HAS A DEDICATED STAFF FOR THE ADMINISTRATION OF THE STATE CHARGE CARD PROGRAMS. THEY CAN BE REACHED BY EMAIL AT CCA@DOA.VIRGINIA.GOV OR BY PHONE 804-371-4350.

THE CHARGE CARD ADMINISTRATION TEAM HAS A WEBSITE LISTED HERE WHICH HAS A WEALTH OF INFORMATION FOR PA'S. INCLUDED ON THE WEB PAGE ARE THE CHARGE CARD BULLETINS WHICH ARE ISSUED PERIODICALLY TO INFORM PA'S OF ANY CHANGES TO THE PROGRAMS.

DOA AND GE MASTERCARD ALSO OFFER TRAINING – WHETHER IT IS ON THE DOA WEBSITE OR VIA WEBEX ONLINE TRAINING. DOA ALSO HOLDS MONTHLY PA CALLS TO DISCUSS ANY NEW ITEMS RELATED TO THE CARD PROGRAMS AND ALSO HAVE A Q&A SESSION AS WELL. NOTES FROM THE SAM REFRESHER CALLS AS WELL AS THE MONTHLY PA CALLS ARE ALSO ON OUR WEBSITE FOR REFERENCE.

GE MasterCard and You

GE Dedicated Customer Service

- Program Administrator Contact Information:
 - 866-843-1368
 - Select the option needed:
 - Option 1: CRR
 - Option 3: Help Desk
- cov.crr@ge.com



THE COMMONWEALTH HAS A TEAM OF DEDICATED CUSTOMER SERVICE REPRESENTATIVES IN THE SALT LAKE CITY OFFICE WHO ARE AVAILABLE MONDAY THROUGH FRIDAY 8 A.M. TO 5 P.M. EASTERN TIME FOR PROGRAM ADMINISTRATORS.

BY SELECTING OPTION 1, THE CRR'S CAN ASSIST YOU WITH DAY TO DAY GE MASTERCARD MAINTENANCE ITEMS SUCH AS LIFTING A RESTRICTION, INCREASE LIMITS, VERIFY AN AUTHORIZATION OR DECLINE ON AN ACCOUNT. IF YOU HAVE A NEED AFTER HOURS YOU CAN STILL CALL THE SAME NUMBER AND A REPRESENTATIVE WILL ASSIST YOU.

BY SELECTING OPTION 3, THE GE HELPDESK CAN ASSIST YOU ON ANY QUESTIONS YOU HAVE IN REGARDS TO GE'S SAM TOOL OR NETSERVICE.

THE CRR'S ARE ALSO AVAILABLE VIA EMAIL FOR YOUR REQUESTS. PLEASE REMEMBER THAT THE CRR'S HAVE UP TO 24 HOURS TO RESPOND TO YOUR EMAIL REQUEST. IF YOU HAVE AN IMMEDIATE NEED, IT IS BEST TO CALL IN. OTHERWISE IF IT IS AN ITEM WHICH CAN BE DONE WITHIN 24 HOURS, YOU CAN ALWAYS SEND AN EMAIL IN. YOU WILL RECEIVE AN EMAIL BACK WHEN THE TASK HAS BEEN COMPLETED.

GE MasterCard and You

- GE Security
 - PAAC (Program Administrator Access Code)
 - Four-digit code chosen by the PA on the PA form
 - Do NOT give your PAAC out to other employees



THE CRR'S WILL NEED TO VERIFY THAT YOU ARE LISTED AS THE PROGRAM ADMINISTRATOR FOR YOUR AGENCY. YOU WILL BE ASKED TO VERIFY YOUR PROGRAM ADMINISTRATOR ACCESS CODE, OR PAAC. YOUR PAAC CAN BE FOUND ON YOUR PROGRAM ADMINISTRATOR FORM WHICH YOU FAXED TO DOA TO THE RIGHT OF YOUR SIGNATURE. IF YOU CANNOT REMEMBER YOUR PAAC OR CANNOT LOCATE THE PA FORM, FEEL FREE TO CONTACT DOA AND WE WILL PROVIDE THAT TO YOU. JUST REMEMBER, DO NOT GIVE YOUR PAAC TO ANYONE.

SAM and NetService



Now lets talk about how you can utilize SAM and NetService in your role as a PA.

SAM and NetService

- Provides Travel Program Administrators with an online solution to administer accounts and obtain information
- System Requirements:
 - Accessible via the Internet
 - Web browser version 4.0 and higher
 - 128 bit encryption



IT'S IMPORTANT TO UNDERSTAND THE DIFFERENCE BETWEEN SAM AND NETSERVICE. AS A PA YOU WILL LOG DIRECTLY INTO SAM. FROM HERE YOU CAN RUN REPORTS AND QUERIES ON DATA FOR YOUR AGENCY. SAM IS A DATAWAREHOUSE WHICH IS LOADED BY DATA RECEIVED BY MASTERCARD. THE INFORMATION IN SAM IS NOT REAL TIME, TYPICALLY IT WILL TAKE 48 HOURS TO SHOW ANY NEW TRANSACTIONS FROM THE TIME THE VENDOR POSTS THE DATA. TO VIEW REAL-TIME INFORMATION OR TO PERFORM ANY MAINTENANCE ON THE ACCOUNT, YOU WILL NEED TO LINK OVER TO NETSERVICE FROM SAM.

IN ORDER TO ACCESS THIS PLATFORM, YOU MUST HAVE INTERNET ACCESS, YOUR BROWSER MUST BE 4.0 OR HIGHER AND HAVE 128 BIT ENCRYPTION.

NOW WE WILL GO INTO MORE DEATIL ON WHAT YOU CAN DO ONLINE

SAM and NetService

- Change Limits
- Cancel Cards
- Inactive cards
- Change an Address
- Suspend a Card
- View a Cardholder's charges



You have the ability to change card limits online. Card limits can be increased or decreased on a temporary or permanent basis. The limit functionality allows you access to card limits, both transaction and monthly, in order to maintain control over changing business needs.

Cancellation of accounts can be done online and are effective immediately.

Account activity should be reviewed monthly. Inactive cards can be identified in SAM by running a report. Any account that is inactive is considered a fraud risk and should be cancelled.

Address changes can be done by you at the administrative level depending on agency policy. However, Travel Card bills should always be mailed to the cardholder's home address.

Cards can be suspended by you online. This is a great tool to put a hold on a card that you see is being inappropriately used or the cardholder is going away for an extended period of time for extra security.

From time to time the need may arise for you to view a cardholder's charges. This can be done online through SAM. You may look at and view any of your cardholder's charges up to the last 48 hours. If you need to view a cardholders charges within the last 48 hours, you would link over to NetService from SAM to view those charges.

SAM Management Reports

- Reports are accessible via SAM with completion of a PA form or SAM Request Form for non-PA's
 - Delinquency History
 - Cardholder Listing
 - Cardholder Activity



As the Travel Program Administrator, you will have access to several standard reports. Additional reports can also be created based on query functionality.

Delinquency reports are emailed to the PA and backup every 2 weeks from DOA. This report provided by DOA is the most up to date information available at that time. SAM also has reports available but remember that SAM is 48 hours delayed in its data.

The cardholder listing report is an excellent resource to verify who has a card and the associated account information in one report.

The cardholder activity report lists all transactions for that month made by all your cardholder's. This should be reviewed monthly for compliance with established policies and procedures.

We will now go into more detail for each of these reports.

Delinquency Report sent from DOA

- Tool for delinquency management
 - Lists all delinquent accounts
 - Any accounts which are considered past due are listed
 - The outstanding balances at multiple intervals
 - This information should be passed directly to the cardholder to determine why payment has not been made



The report sent by DOA every two weeks shows all cards which are 1+ days past due and the associated amounts past due in each of the intervals; 30, 60, 90, 120, 150+.

This information is provided to you to assist you in managing your program. Based on the data in the report, you should contact those PA's immediately to ascertain why they have not made their payment. You also need to remind them of the Employee Agreement rules they agreed to when they got the card.

Cardholder Listing Report

- Provides a listing of all Cardholders
- - Provides address information
 - Phone Numbers
 - Limits



The Cardholder Listing is a great reference for administering your agency's travel card program. It lists every card for your agency and all the pertinent information associated with each card, such as addresses, phone number and limits.

Transaction Detail Report

- Displays all charge activity for the month at the Cardmember level.
- Useful audit tool to monitor spending and/or policy compliance
- Secret word #1 - Monitor



The Activity report is your monthly transaction report. It is sorted by card holder and has totals at the end of the report. It is an excellent tool to ensure compliance monitoring the card is being used for Business expenses and not for personal use. For example, if you see a cardholder who only has one charge for the month and it is for Rite Aid, then most likely it is not a valid State expenditure. This situation would warrant contacting the cardholder and their supervisor to ask for more information on the charge to verify its validity. If they admit it was for personal use, you need to remind the cardholder of the statements found on the Employee Agreement they signed and the guidance provided in the Travel Cardholder training. Additionally, you should review the CAPP topic with them again.

Cardholder Resources & Benefits



We will now begin to discuss resources your cardholders have by holding an GE MasterCard Travel Card.

Cardmember Monthly Statement

- Cardmember Monthly Statement
 - Account Number and Name
 - Account Balance
 - Current and past due balances
 - New charges and other account debits
 - Payments received and other account credits



Each cardholder receives a monthly statement itemizing their charge activity for the billing period and the total amount due. The bill is due upon receipt. Cardholders are to pay the full amount due each month regardless of the status of any requested travel reimbursements. Cardholders who are enrolled in NetService for Cardholders, can print an official statement from online. Otherwise, cardholders will receive a paper bill in the mail at the address on file. If there is no activity on the card for the cycle period, a statement is not printed. It is critical that cardholders keep their address current with GE MasterCard. If a cardholder does not receive their statement, they must immediately contact GE MasterCard. Cardholders should be highly encouraged to enroll in NetService so that statements which are not received timely through the mail can be accessed online. The billing statement will identify demographic information as well as current and past due amounts, payments received, and other credit or debit items.

GE MasterCard NetService for Cardholders

- Must be established by cardholder
 - www.genetservice.com
- Access account information 24 hours a day, 7 days a week
- Track current transactions
- Review last 12 months of statements
- Print statement



GE MasterCard's NetService for cardholders is an online account management tool is available for your cardholders to do exactly that; manage their own travel card accounts. It allows them the capability to print their statement information in an Excel, Quickbooks, or Quicken format (for up to 12 months). The website is available 7 days a week 24 hours a day. All cardholders should be highly encouraged to register for this tool.

GE MasterCard NetService for Cardholders

- Payment Options
- File a Dispute



Cardholders can make a payment online using GE NetService. GE MasterCard does not accept payments using another credit card or debit cards. The cardholder must use a checking or savings account for fast payment online. A cardholder can submit a check for payment but they must understand that they must allow ample time for mail delivery and for posting. This is why we highly encourage them to pay securely online. Cardholders can also file a dispute online 24 hours a day 7 days a week which is the preferred way for cardholders to file a dispute. Disputes can also be filed by the cardholder completing the back of their statement and mailing or faxing it in to GE. Disputes filed online are typically resolved 2 weeks faster than if they are mailed or faxed in.

Cardmember Benefits

- Convenience
- 24-hour toll-free access to Customer Service
- Online Account access
- Worldwide Travel Service Offices
- Global Assist® Hotline for emergency medical and legal referrals worldwide



As a Commonwealth of Virginia employee who travels on official State business they are offered many advantages and benefits. If you have any questions, or need additional information in regards to these benefits and services please refer to the cardholder benefits documented on the website under GE MasterCard information.

Frequently Asked Questions



Now we will review some frequently asked questions. If there is a question that is not addressed, please feel free to contact us at cca@doa.virginia.gov

Frequently Asked Questions

- When is payment due for Travel Charge Card charges?
- Full payment is due upon receipt of the monthly billing statement.



When the cardholder receives their bill it is due in full immediately. If payment is not received by the next cycle cut it will be considered 30 days late. For example, if a cycle closes on the 15th of June, then payment is due within 30 days; therefore, the payment would need to be received by GE MasterCard no later than the 15th of July. Cycle cuts are approximately the 15th of each month; however this may vary by month due to some months having 31 days and the accounts are on a 30 day cycle. A detailed schedule of the cycle cuts is available on the Travel Program website.

Frequently Asked Questions

- What happens when a Travel Card account becomes delinquent?
- Delinquency may result in the suspension or cancellation of the Travel Card.



When a Travel card becomes delinquent, charging abilities are suspended and is at risk for cancellation at 60 days past due. The card is unsuspended as soon as the card is paid in full by the cardholder. If the card becomes 90 days delinquent, the card is permanently cancelled. If you have a cardholder whose account has been cancelled due to delinquency, in order to re-instate it, you as the Program Administrator first need to assess whether or not they have made their account current and the reason for delinquency. If the delinquency appears to be a mistake, you can contact DOA with the information and we will review to assess whether the card can be re-activated.

Frequently Asked Questions

- Can I reinstate a cancelled account?
 - Account cancelled by agency
 - Contact GE for reinstatement
 - Account cancelled by GE MasterCard
 - Require DOA approval



If a card was cancelled by the agency before it went 90 days delinquent, you can re-instate the card by contacting GE MasterCard. Please make sure that the cardholder is aware that they must make the full payment each month regardless of the status of their travel reimbursement. If GE MasterCard cancelled the account, you must contact DOA to determine if justification exists for card issuance.

Frequently Asked Questions

- How long does it take for GE MasterCard to process a Turbo file for a new Travel Card?
- If the Turbo file is received by 2pm EST by DOA and it is completed correctly, the card delivery to the PA is 5 days or for cardholder delivery 7-10 days.



If a card application is submitted via a Turbo File, which is a specially designed Excel spreadsheet, it is immediately placed in the GE MasterCard approval system. A card would be expected to be received within 10 days.

Frequently Asked Questions

- How does a Cardmember report that a billing statement has not been received?
- Cardmembers should call 866-834-1327 immediately or they may sign on to the GE NetService for Cardholders online and print the online statement.



If a cardmember does not receive their paper statement, they must contact GE MasterCard immediately by calling the number on the back of the card. They should verify that the address on file is correct. They can request a replacement statement, but that may take up to 14 days. This is why we highly suggest that all cardholders be enrolled in GE NetService for cardholders. They can log on and print their statement as well as make a payment online if they so choose.

Frequently Asked Questions

- What should a Cardholder do if their Travel Charge Card is lost or stolen?
 - Call 866-834-3227 immediately to report the loss and arrange for a replacement Card
 - Contact their Program Administrator immediately



If a card is lost or stolen, it is critical that the cardholder immediately contact GE MasterCard to reduce the risk of fraud activity on the account. The cardholder should also contact you, the Program Administrator, after calling GE MasterCard. If fraud is suspected on an account, the cardholder should notify GE MasterCard immediately, then contact you, the Program Administrator. Make sure the cardholder knows to record the case number for the reported fraud. This number makes it easier to reference the claim and get updates on the fraudulent activity.

Frequently Asked Questions

- Can Cardmembers have one NetService for Cardholders account for both the Purchasing Card and the Travel Account?
- Yes, a cardholder may have both accounts under one profile
- Details are provided in the NetService for Cardholder training.



Cardholders who hold both a Purchase Charge Card and Travel Card can have access to both of these accounts under one login. They will be able to view travel and purchasing cards they may have using the same user name. Details are provided in the NetService for Cardholder training provided to the PA's on the CD's at training.

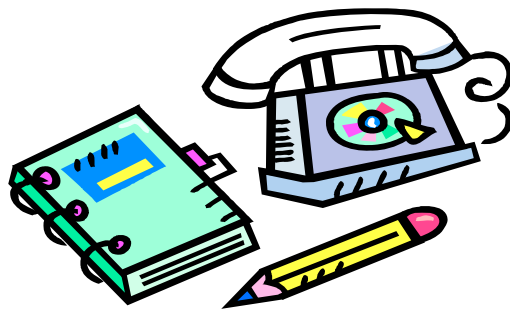
Frequently Asked Questions

- I need a special report. What do I do?
 - You can develop your own report using the Query functionality.
 - Use the SAM guide on the CD
 - Contact the Help Desk
 - 866-843-1368 option 3



If you have a special report need you can create your own report using the SAM query functionality. Refer to your SAM Guide on the CD provided to you or you can always call the GE Help Desk at 866-843-1368 option 3 for assistance.

Resources



Resources

Program Administrator Resources

- DOA's Charge Card Administration Team
 - cca@doa.virginia.gov
 - 804-371-4350
 - Travel Website:
 - http://www.doa.virginia.gov/Payroll/Charge_Card/Charge_Card_Main.cfm
- GE MasterCard Dedicated COV Team
 - Phone: 866-843-1368
 - Option 1 – Customer Service
 - Option 3 – Help Desk for SAM/NetService
 - cov.crr@ge.com



The two main contacts for the Travel Charge Card Program for Program Administrators are the Department of Accounts and GE MasterCard.

Cardholder Resources

- GE MasterCard Customer Service
 - 866-834-3227
 - This number is on the back of every card
- GE NetService for Cardholders
 - www.genetservice.com



Travel cardholders have additional GE MasterCard resources available. The service numbers shown here.

Congratulations!

You have completed the Annual Travel
Program Administrator Training.



Please send an email to
cca@doa.virginia.gov
with your second secret word - Activity



You have now completed your online annual training. Please send an email to the Travel account at DOA at the email listed with the 2 secret words presented in this presentation. You will receive an acknowledgement for your files. Please maintain this email as documentation of completing the annual training.